

**INTEGRATED SYSTEM AND METHOD FOR THE MANAGEMENT OF A COMPLETE
END-TO-END SOFTWARE DELIVERY PROCESS**

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ABSTRACT

10 A software delivery process including sub-processes of
configuration management and version control, change and
problem management, building, packaging, and distribution and
installation. The process is implemented by an integrated
management system that includes a configuration management
sub-system, a change and problem management sub-system, a
building sub-system, a packaging sub-system, a distribution
15 sub-system, and a tracking sub-system. The subsystems are
integrated in order to manage the software along its whole
life cycle, from development to installation in production.
The tracking sub-system captures and integrates information
about the status of the delivery from the other sub-systems
20 along all steps of the process.